FIG. 1

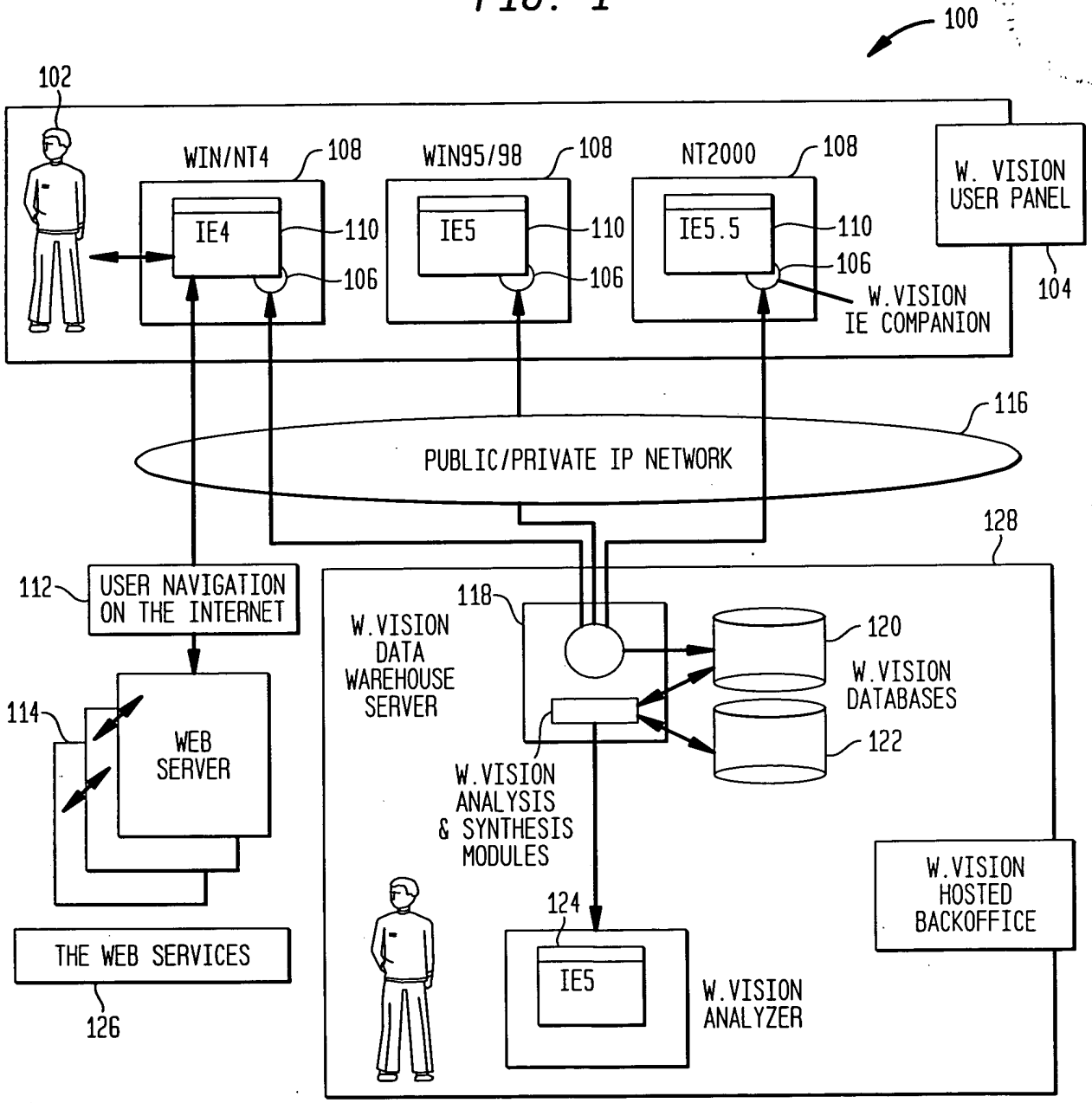

100
102
WIN/NT4
108
WIN95/98
108
NT2000
108
W. VISION USER PANEL
IE4
110
106
IE5
110
106
IE5.5
110
106
W.VISION IE COMPANION
104
116
PUBLIC/PRIVATE IP NETWORK
128
112
USER NAVIGATION ON THE INTERNET
118
W.VISION DATA WAREHOUSE SERVER
120
W.VISION DATABASES
122
114
WEB SERVER
W.VISION ANALYSIS & SYNTHESIS MODULES
124
W.VISION HOSTED BACKOFFICE
IE5
W.VISION ANALYZER
THE WEB SERVICES
126

FIG. 2

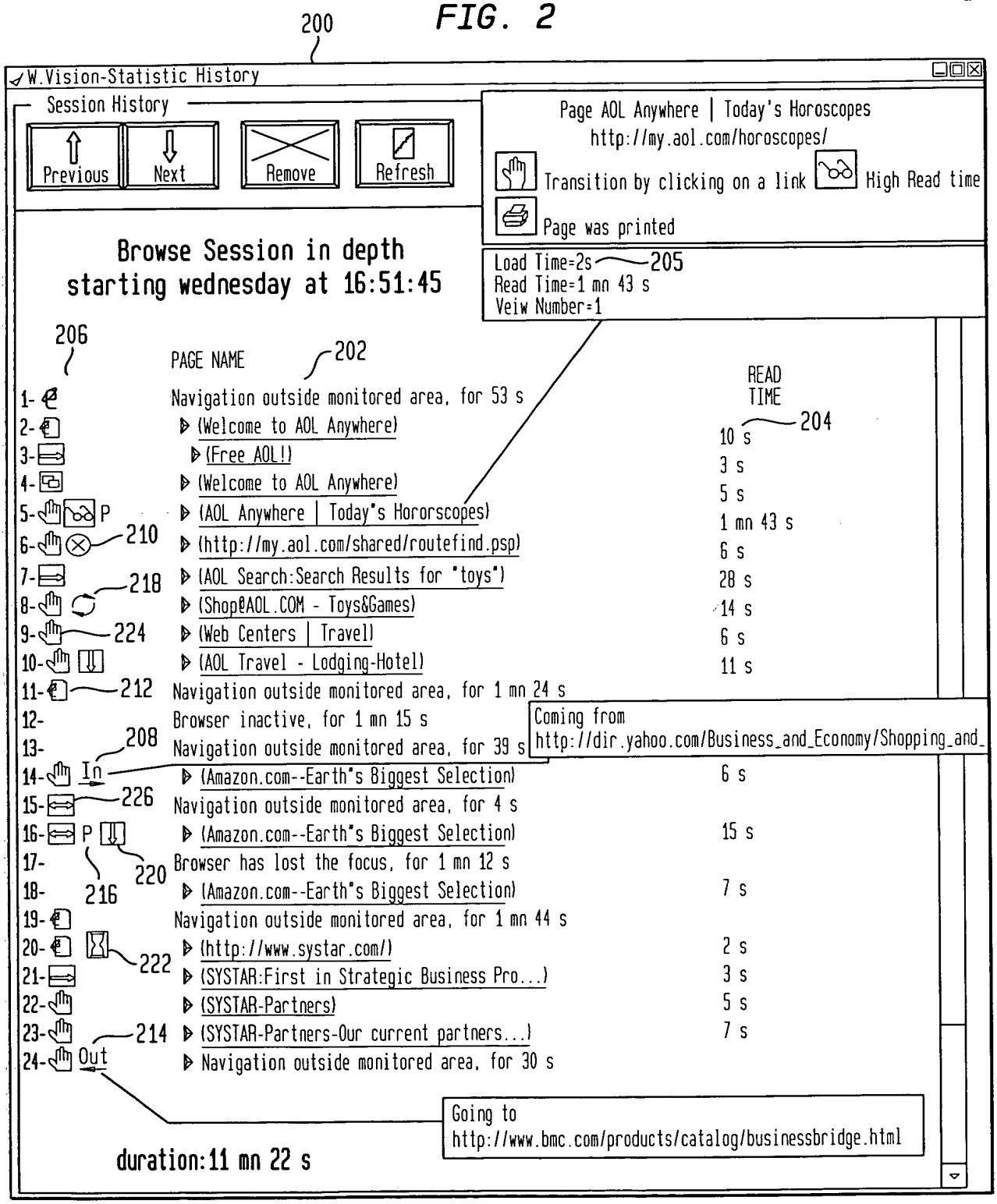

200
W.Vision-Statistic History
Session History
Previous
Next
Remove
Refresh
Page AOL Anywhere | Today's Horoscopes
http://my.aol.com/horoscopes/
Transition by clicking on a link
High Read time
Page was printed
Browse Session in depth
starting wednesday at 16:51:45
Load Time=2s
205
Read Time=1 mn 43 s
Veiw Number=1
206
PAGE NAME
202
READ TIME
204
1- Navigation outside monitored area, for 53 s
2- (Welcome to AOL Anywhere) 10 s
3- (Free AOL!) 3 s
4- (Welcome to AOL Anywhere) 5 s
5- P (AOL Anywhere | Today's Hororscopes) 1 mn 43 s
6- 210 (http://my.aol.com/shared/routefind.psp) 6 s
7- 218 (AOL Search:Search Results for "toys") 28 s
8- (Shop@AOL.COM - Toys&Games) 14 s
9- 224 (Web Centers | Travel) 6 s
10- (AOL Travel - Lodging-Hotel) 11 s
11- 212 Navigation outside monitored area, for 1 mn 24 s
12- Browser inactive, for 1 mn 15 s
13- 208 Navigation outside monitored area, for 39 s
Coming from
http://dir.yahoo.com/Business_and_Economy/Shopping_and_
14- In (Amazon.com--Earth's Biggest Selection) 6 s
15- 226 Navigation outside monitored area, for 4 s
16- P (Amazon.com--Earth's Biggest Selection) 15 s
17- Browser has lost the focus, for 1 mn 12 s
18- 216 220 (Amazon.com--Earth's Biggest Selection) 7 s
19- Navigation outside monitored area, for 1 mn 44 s
20- 222 (http://www.systar.com/) 2 s
21- (SYSTAR:First in Strategic Business Pro...) 3 s
22- (SYSTAR-Partners) 5 s
23- 214 (SYSTAR-Partners-Our current partners...) 7 s
24- Out Navigation outside monitored area, for 30 s
Going to
http://www.bmc.com/products/catalog/businessbridge.html
duration:11 mn 22 s

FIG. 3

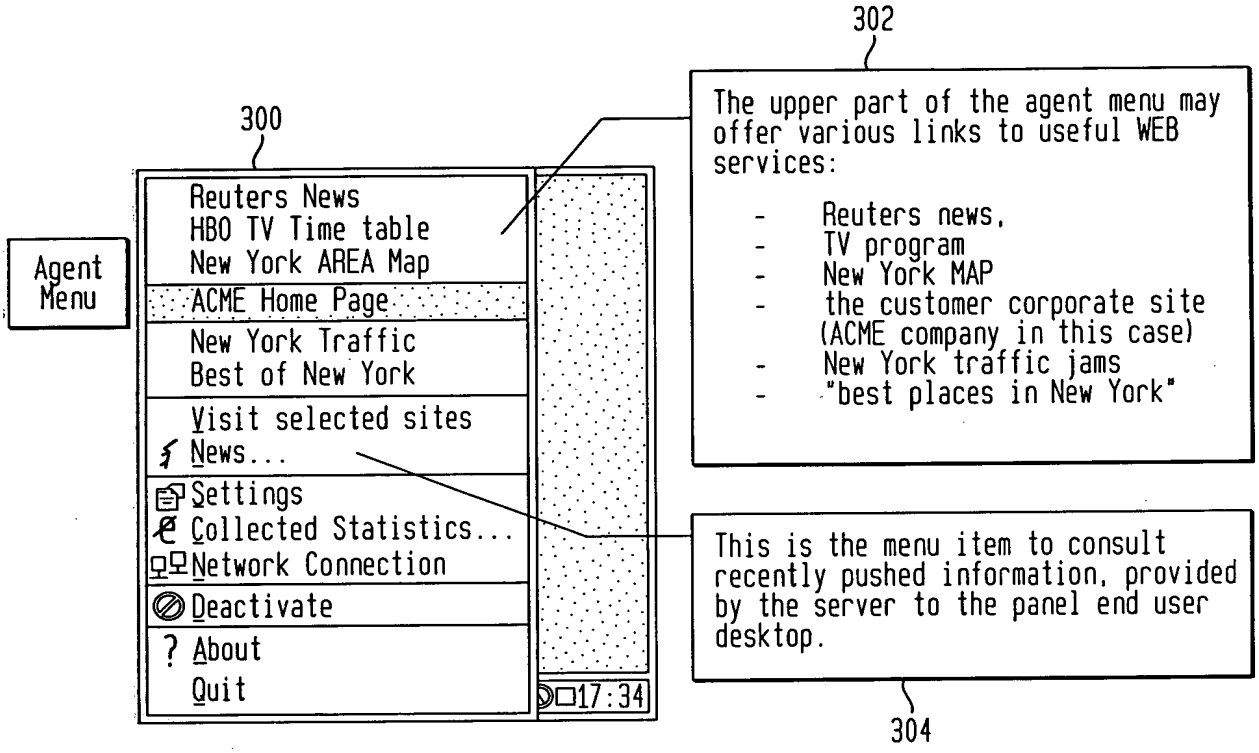

302
300
The upper part of the agent menu may offer various links to useful WEB services:
- Reuters news,
- TV program
- New York MAP
- the customer corporate site (ACME company in this case)
- New York traffic jams
- "best places in New York"
Agent Menu
Reuters News
HBO TV Time table
New York AREA Map
ACME Home Page
New York Traffic
Best of New York
Visit selected sites
News...
Settings
Collected Statistics...
Network Connection
Deactivate
About
Quit
17:34
This is the menu item to consult recently pushed information, provided by the server to the panel end user desktop.
304

FIG. 4

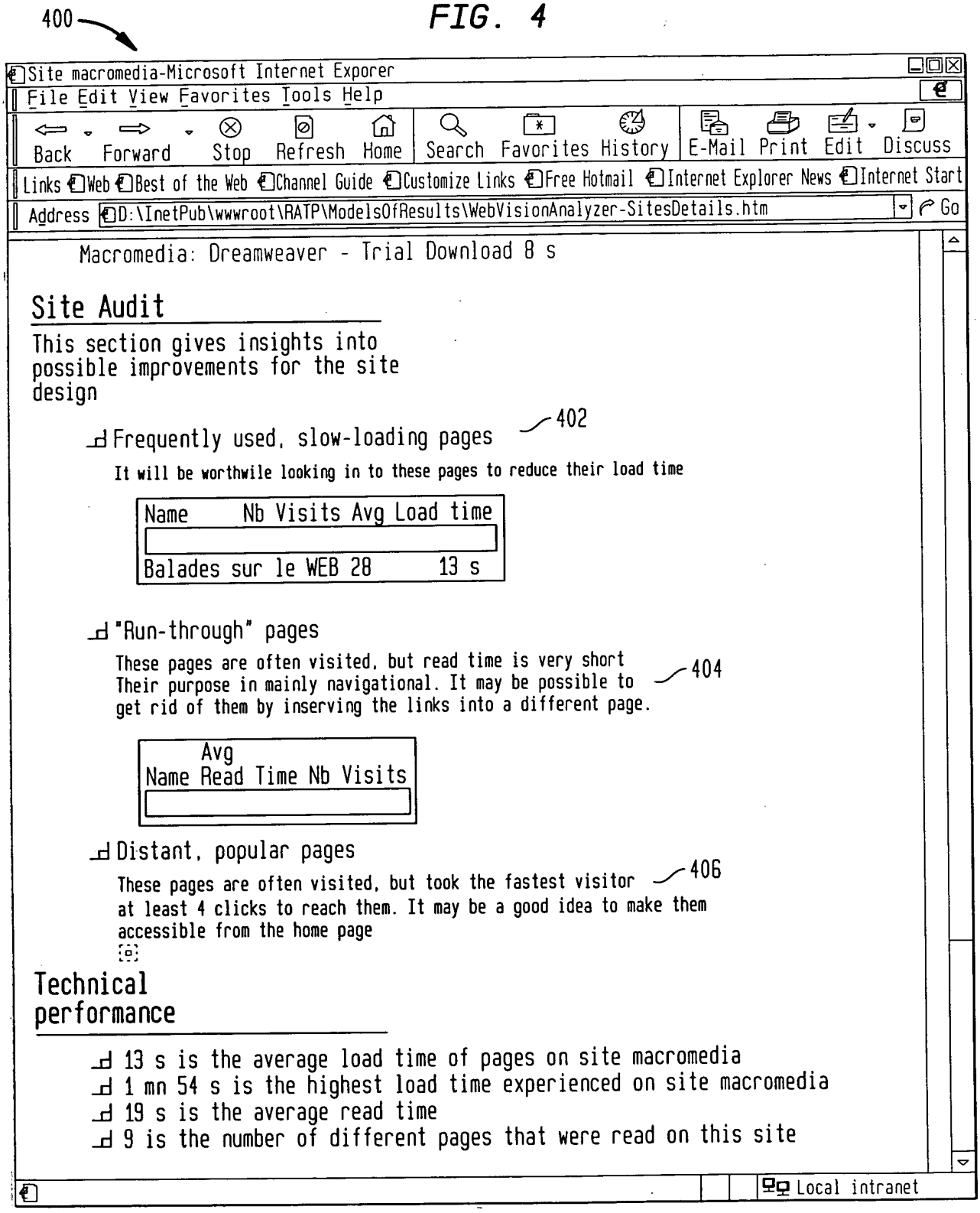

400
Site macromedia-Microsoft Internet Exporer
File Edit View Favorites Tools Help
Back Forward Stop Refresh Home Search Favorites History E-Mail Print Edit Discuss
Links Web Best of the Web Channel Guide Customize Links Free Hotmail Internet Explorer News Internet Start
Address D:\InetPub\wwwroot\RATP\ModelsOfResults\WebVisionAnalyzer-SitesDetails.htm
Go
Macromedia: Dreamweaver - Trial Download 8 s
Site Audit
This section gives insights into possible improvements for the site design
Frequently used, slow-loading pages
402
It will be worthwile looking in to these pages to reduce their load time
Name Nb Visits Avg Load time
Balades sur le WEB 28 13 s
"Run-through" pages
These pages are often visited, but read time is very short Their purpose in mainly navigational. It may be possible to get rid of them by inserving the links into a different page.
404
Avg
Name Read Time Nb Visits
Distant, popular pages
These pages are often visited, but took the fastest visitor at least 4 clicks to reach them. It may be a good idea to make them accessible from the home page
406
Technical performance
13 s is the average load time of pages on site macromedia
1 mn 54 s is the highest load time experienced on site macromedia
19 s is the average read time
9 is the number of different pages that were read on this site
Local intranet

FIG. 5

500

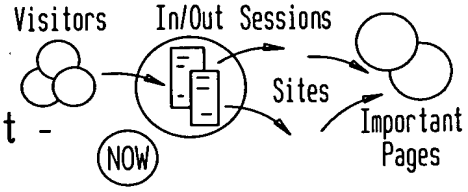
Visitors-Microsoft Internet Exporer

File Edit View Favorites Tools Help Links Address

RATP WebVision Analyzer

Web Vision Analyser

Main Menu



- Entry and exit -

Entries - overall

- Session: 57 monitored sessions, have been recorded up to now
- Visitors: 6 registered visitors visited the web portal (10 sessions per visitor, on average)
- Entry methods

The table below indicates the number of times visitors entered the portal, in different ways. The total may not add up to the figures above, as a visitor can enter the portal several times in the same session

ENTRY METHOD	NUMBER	PERCENTAGE
Made request to Search Engine*	0	0%
Made a page in the portal their home page	25	44%
Entered from another site	32	56%

502

* see details below

Where they came from

504

- Entries-from Search engines

This table gives details of entries from Search engines

SEARCH ENGINE	NUMBER	% TOP 5 KEYWORDS

Exit

506

- In 13 sessions out of 57, the visitor exited the portal after visiting just 1 page and did not return
- Out of 57 terminated sessions, 18 ended because the user did not touch the browser for 25 mn 0 s, and 38 because the user closed all browser windows
- Exit Methods

Here are a few ways by which the visitors left our portal:
0 clicked on a link
4 changed window and did not return in the session
21 exited the session while still inside the portal
4 clicked on the Backward or Forward button to exit the portal
2 used other browser facilities such as favorites, history, home button, address bar

Co... Ex... Inb... Wi... Cre'... C:\... Fro... Vi... Pai...

FIG. 6

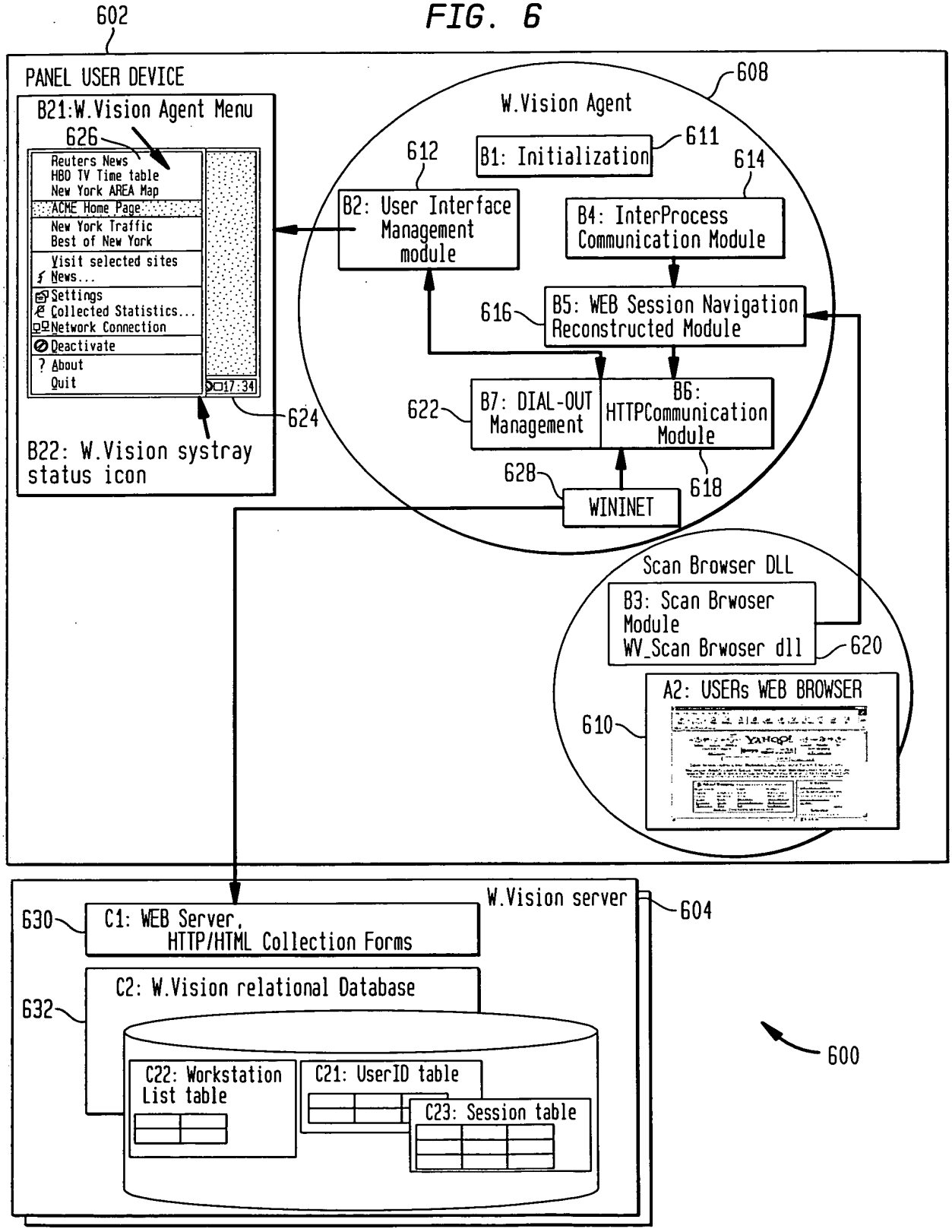

602
PANEL USER DEVICE
B21:W.Vision Agent Menu
626
Reuters News
HBO TV Time table
New York AREA Map
ACME Home Page
New York Traffic
Best of New York
Visit selected sites
News...
Settings
Collected Statistics...
Network Connection
Deactivate
About
Quit
17:34
624
B22: W.Vision systray status icon
608
W.Vision Agent
612
B1: Initialization
611
614
B2: User Interface Management module
B4: InterProcess Communication Module
616
B5: WEB Session Navigation Reconstructed Module
622
B7: DIAL-OUT Management
B6: HTTPCommunication Module
628
618
WININET
Scan Browser DLL
B3: Scan Brwoser Module WV_Scan Brwoser dll
620
A2: USERs WEB BROWSER
610
W.Vision server
604
630
C1: WEB Server, HTTP/HTML Collection Forms
C2: W.Vision relational Database
632
C22: Workstation List table
C21: UserID table
C23: Session table
600

FIG. 7

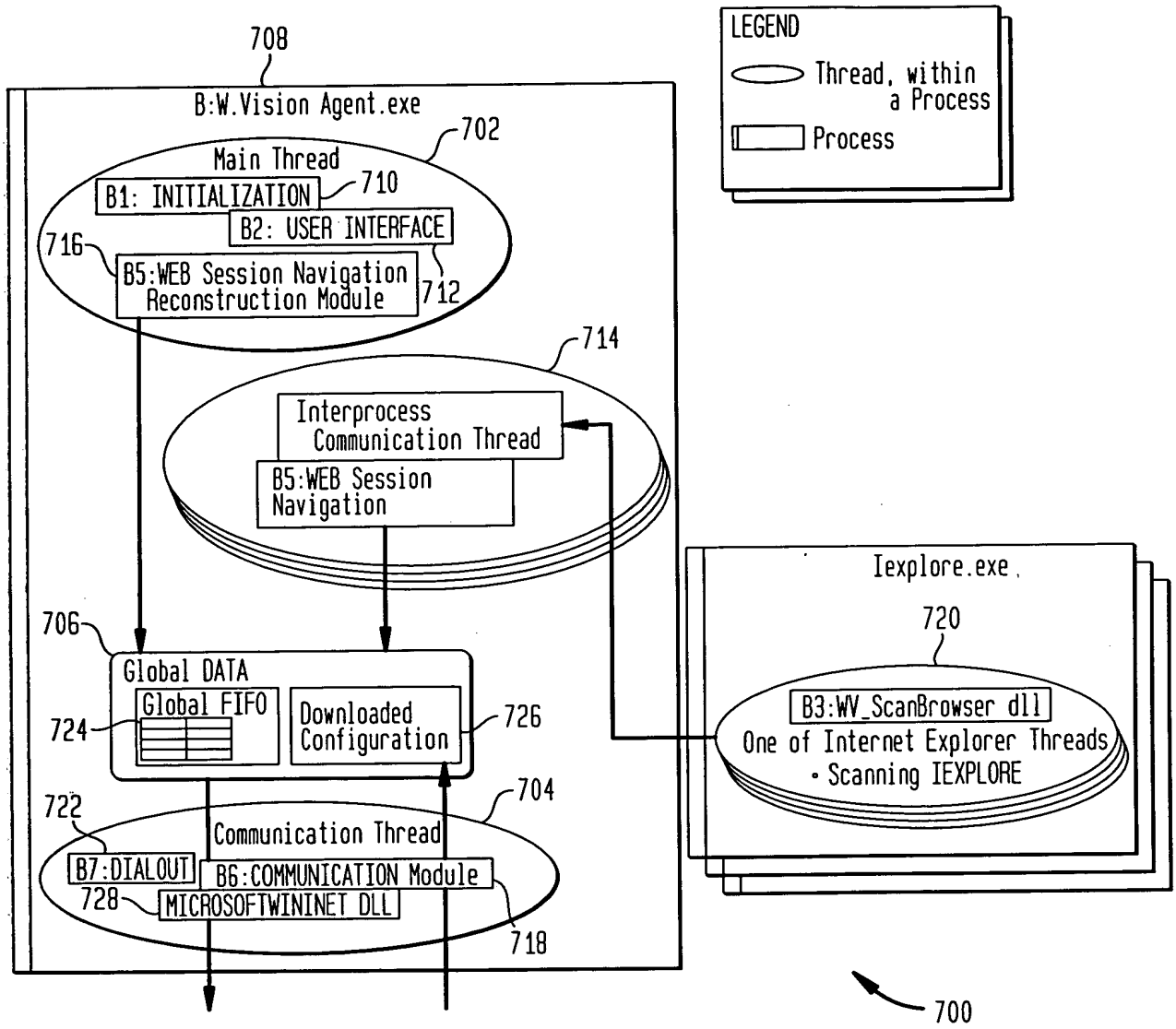

LEGEND
Thread, within a Process
Process
708
B:W.Vision Agent.exe
Main Thread
702
B1: INITIALIZATION
710
B2: USER INTERFACE
716
B5:WEB Session Navigation Reconstruction Module
712
714
Interprocess Communication Thread
B5:WEB Session Navigation
706
Global DATA
Global FIFO
724
Downloaded Configuration
726
722
Communication Thread
704
B7:DIALOUT
B6:COMMUNICATION Module
728
MICROSOFTWININET DLL
718
Iexplore.exe
720
B3:WV_ScanBrowser dll
One of Internet Explorer Threads
• Scanning IEXPLORE
700

FIG. 8

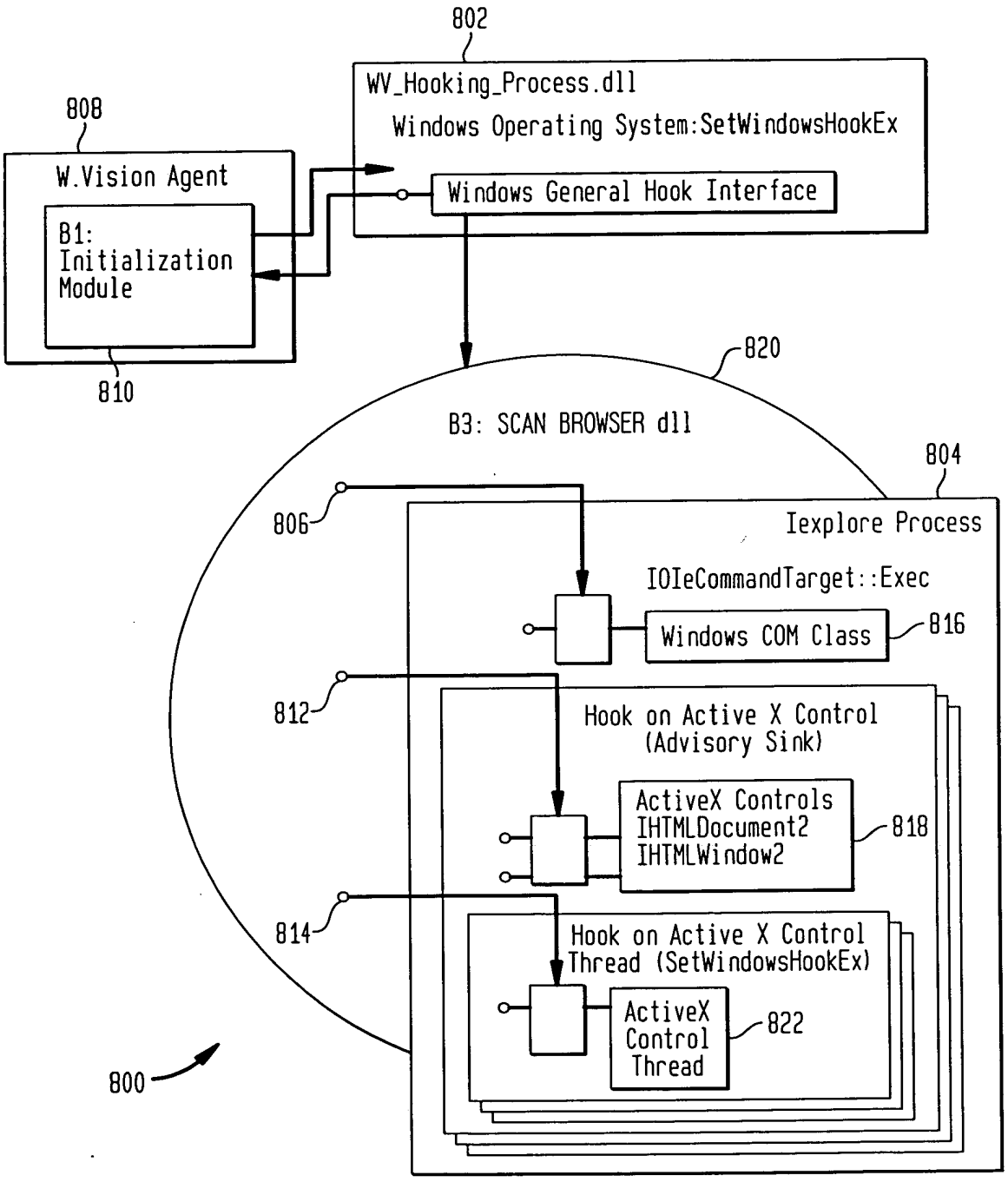

802
WV_Hooking_Process.dll
Windows Operating System:SetWindowsHookEx
Windows General Hook Interface
808
W.Vision Agent
B1:
Initialization
Module
810
820
B3: SCAN BROWSER dll
804
806
Iexplore Process
IOIeCommandTarget::Exec
Windows COM Class
816
812
Hook on Active X Control
(Advisory Sink)
ActiveX Controls
IHTMLDocument2
IHTMLWindow2
818
814
Hook on Active X Control
Thread (SetWindowsHookEx)
ActiveX
Control
Thread
822
800

FIG. 9

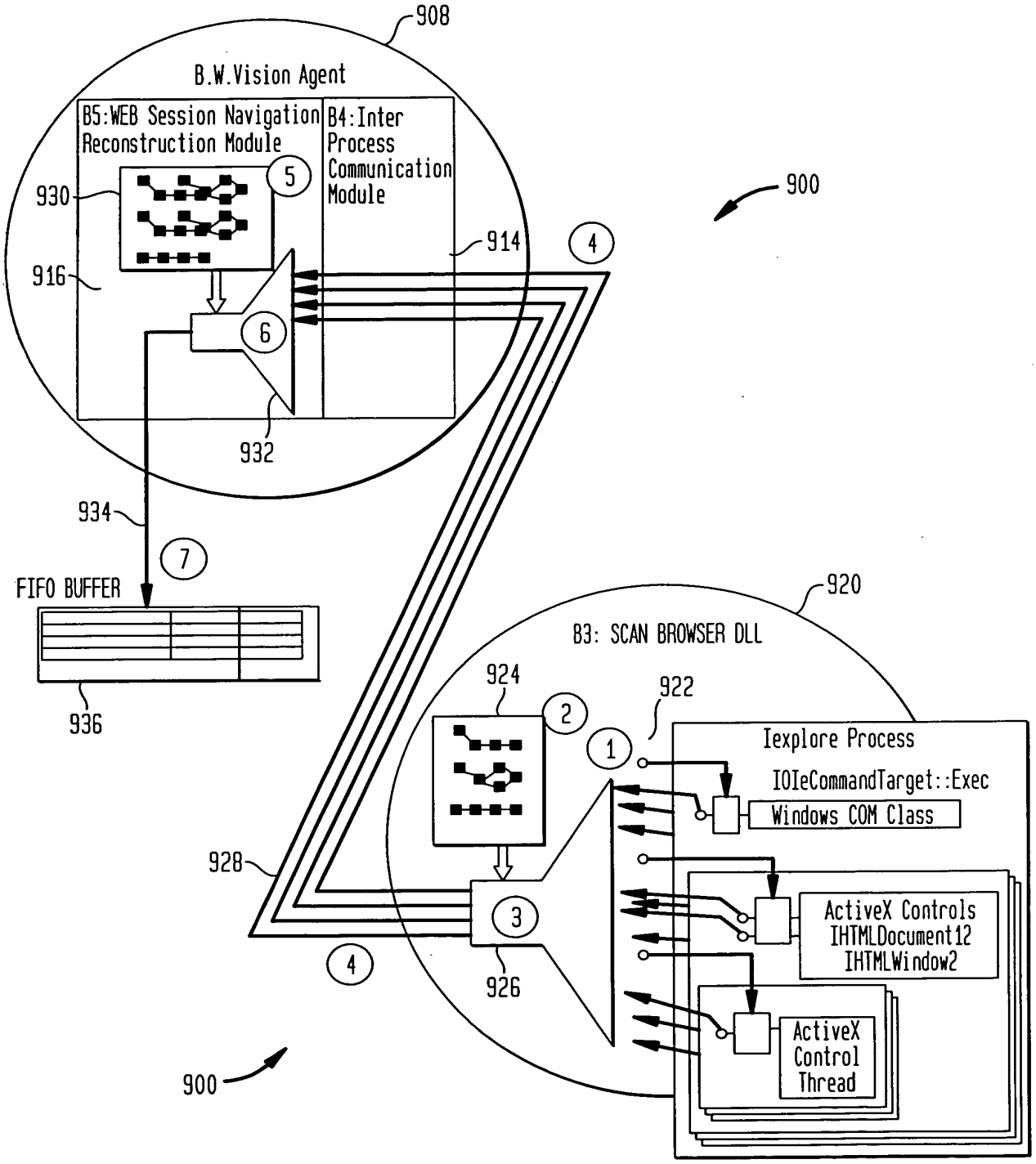

908
B.W.Vision Agent
B5:WEB Session Navigation Reconstruction Module
B4:Inter Process Communication Module
930
916
914
900
932
934
FIFO BUFFER
936
920
B3: SCAN BROWSER DLL
924
922
928
926
Iexplore Process
IOIeCommandTarget::Exec
Windows COM Class
ActiveX Controls
IHTMLDocument12
IHTMLWindow2
ActiveX Control Thread

FIG. 10

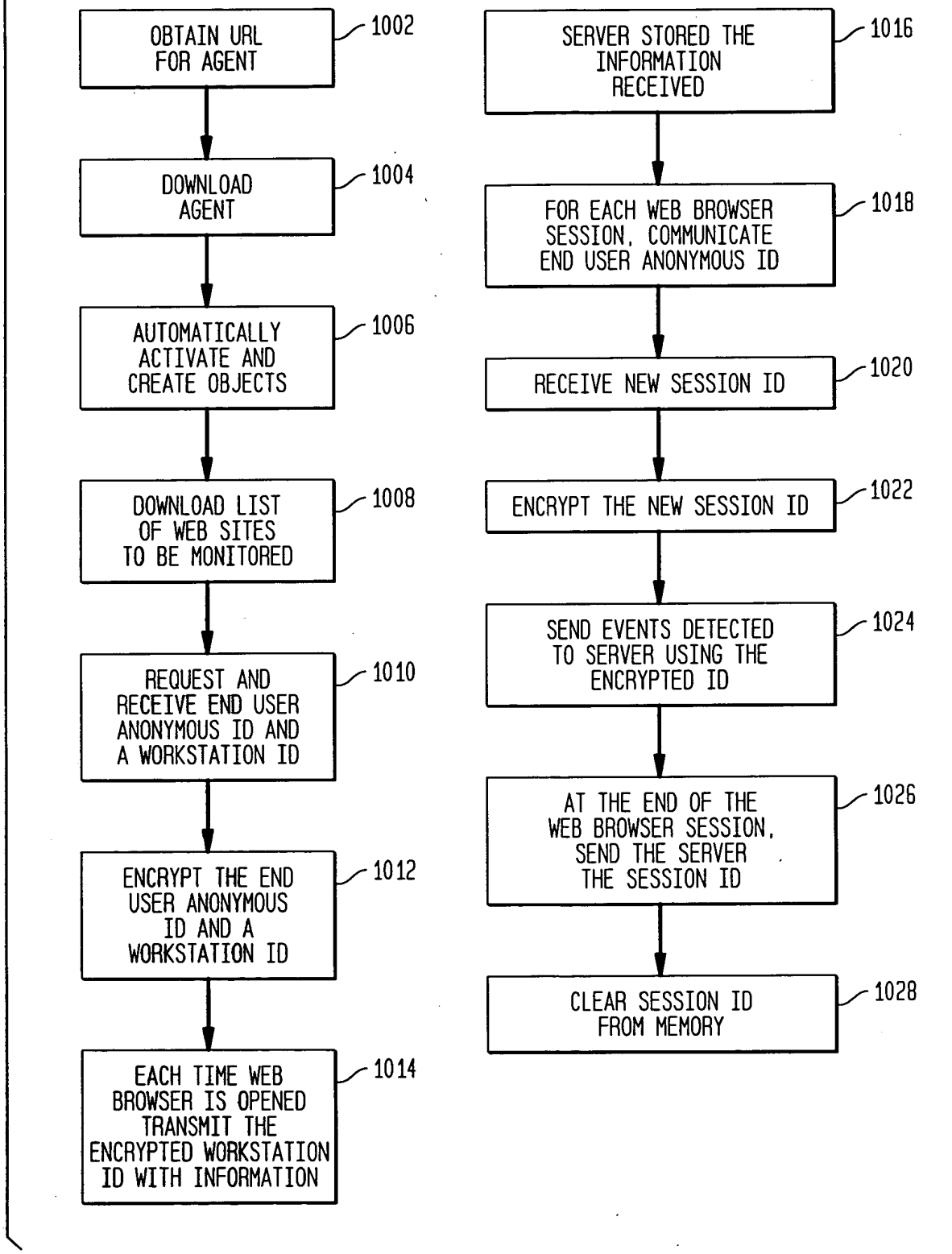

OBTAIN URL FOR AGENT
1002
DOWNLOAD AGENT
1004
AUTOMATICALLY ACTIVATE AND CREATE OBJECTS
1006
DOWNLOAD LIST OF WEB SITES TO BE MONITORED
1008
REQUEST AND RECEIVE END USER ANONYMOUS ID AND A WORKSTATION ID
1010
ENCRYPT THE END USER ANONYMOUS ID AND A WORKSTATION ID
1012
EACH TIME WEB BROWSER IS OPENED TRANSMIT THE ENCRYPTED WORKSTATION ID WITH INFORMATION
1014
SERVER STORED THE INFORMATION RECEIVED
1016
FOR EACH WEB BROWSER SESSION, COMMUNICATE END USER ANONYMOUS ID
1018
RECEIVE NEW SESSION ID
1020
ENCRYPT THE NEW SESSION ID
1022
SEND EVENTS DETECTED TO SERVER USING THE ENCRYPTED ID
1024
AT THE END OF THE WEB BROWSER SESSION, SEND THE SERVER THE SESSION ID
1026
CLEAR SESSION ID FROM MEMORY
1028

FIG. 11

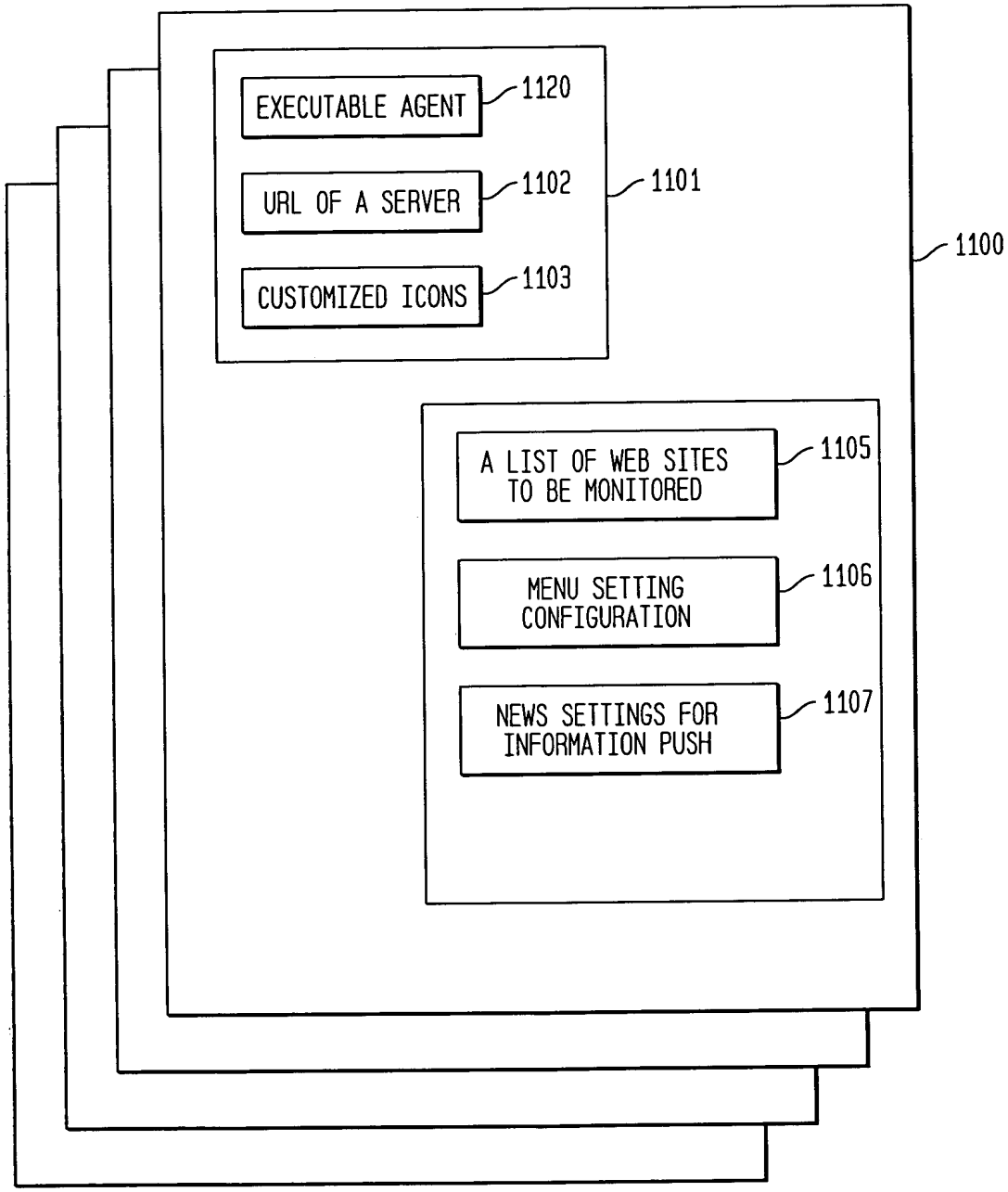
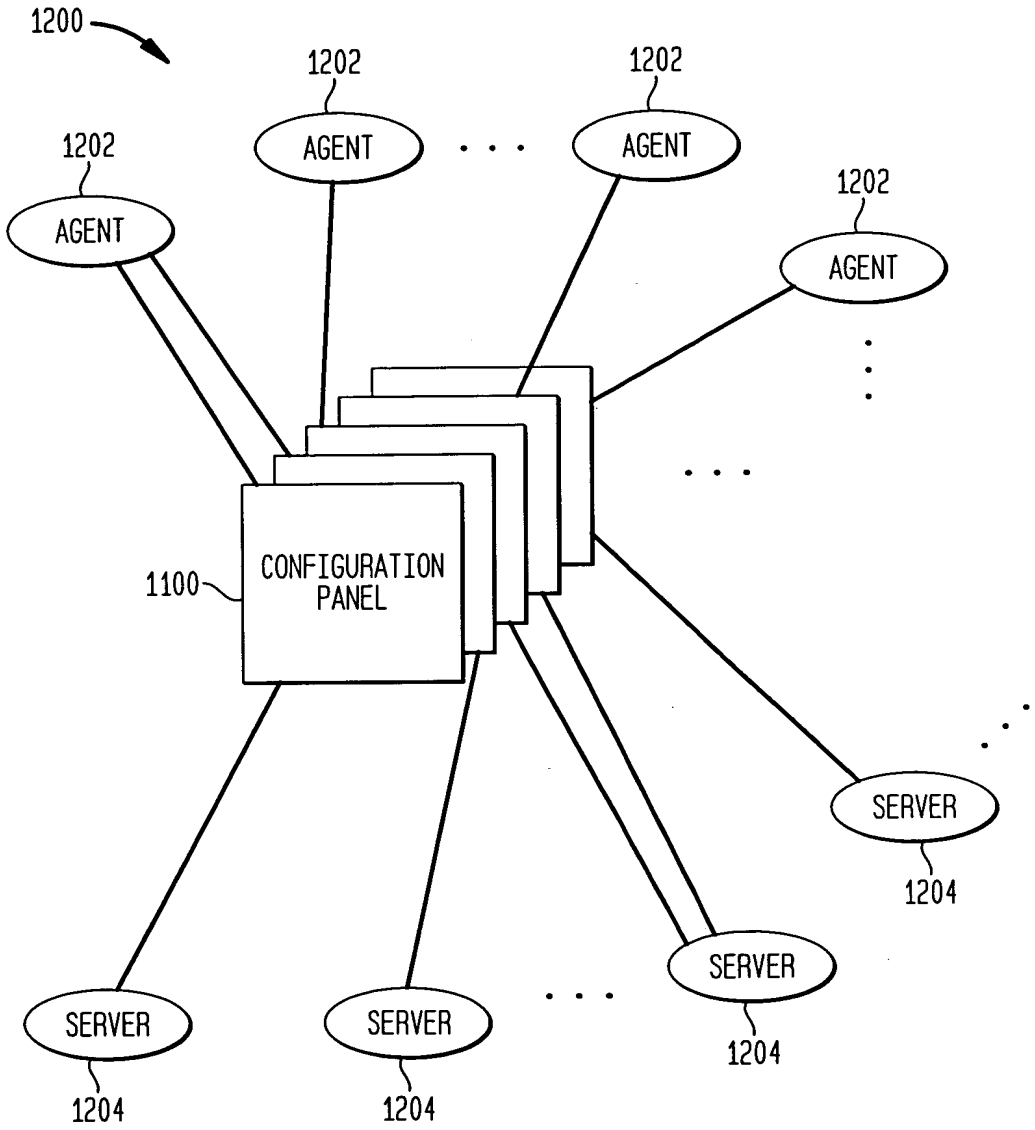

EXECUTABLE AGENT
1120
URL OF A SERVER
1102
1101
CUSTOMIZED ICONS
1103
1100
A LIST OF WEB SITES TO BE MONITORED
1105
MENU SETTING CONFIGURATION
1106
NEWS SETTINGS FOR INFORMATION PUSH
1107

FIG. 12


1200
1202
AGENT
1202
AGENT
1202
AGENT
1202
AGENT
1100
CONFIGURATION PANEL
SERVER
1204
SERVER
1204
SERVER
1204
SERVER
1204